



## Florida Sterling Council

### STERLING BUSINESS BLUEPRINT:

The proven management tool for large and small businesses, whether for-profit or not-for-profit

Pre-work – Complete preliminary answers to the Profile questions provided before the training.

#### Day 1

#### Morning Session – “Building the Business Profile” - 4 hours

##### Outcomes:

- Create a snapshot of your business through the Business Profile.
- Identify initial strengths and gaps in the way your business operates.

| What you learn...  | What you get...   |
|--|---|
| <ul style="list-style-type: none"> <li>• Indicators of excellent performance</li> <li>• Your key success factors, including preparing to address the issues and challenges you face</li> <li>• Where your business works well and what is missing</li> <li>• How to determine where to focus your initial efforts</li> </ul> | <ul style="list-style-type: none"> <li>• An overall profile of your business and several ways to use it</li> <li>• Coaching on next steps for improvement</li> <li>• Sample profiles from national award winning small businesses</li> <li>• Tool to define, confirm, or revise vision, mission, values</li> <li>• PDCA improvement tool</li> </ul> |

#### Afternoon Session – “Building the Foundation” - 4 hours

##### Outcomes:

- Define and connect leaders, customers, and where you want your business to go.
- Identify strengths and gaps, and rank their importance.
- Plan a project based on priority findings from today’s workshop.

| What you learn...  | What you get...   |
|--|---|
| <ul style="list-style-type: none"> <li>• How connecting leaders, customers, and plans drives your future growth</li> <li>• Where your business works well and what is missing</li> <li>• How to determine where to focus your initial efforts</li> <li>• How to get feedback from your different customers and use it effectively</li> </ul> | <ul style="list-style-type: none"> <li>• An overall outline of your management system in these areas</li> <li>• Coaching on next steps for improvement</li> <li>• Market &amp; Financials Tool</li> <li>• Customer group template</li> <li>• Sample customer satisfaction surveys</li> <li>• Competitive SWOT tool</li> </ul> |

#### Homework to be completed between Day 1 and Day 2 workshops

- Complete your project for our next session and be prepared to share what you did, how well it worked, and any results data collected so far.
- Complete preliminary answers to assessment questions and bring to next session.

## Day 2

### Morning Session – “Building the Work Environment” - 4 hours

#### Outcomes:

- Share projects and results and learn from others.
- Define how the work gets done in your business through connecting your employees and the operations they perform.
- Identify strengths and gaps, and rank their importance.

| What you learn...   | What you get...  |
|---|--|
| <ul style="list-style-type: none"><li>• How to connect people, processes, and measures to drive efficiency and effectiveness</li><li>• Where your business works well and what is missing</li><li>• How to determine where to focus your initial efforts</li><li>• How to get feedback from your employees and use it effectively</li></ul> | <ul style="list-style-type: none"><li>• An overall outline of your management system in these areas</li><li>• Coaching on next steps for improvement</li><li>• Employee group tool</li><li>• Sample employee satisfaction surveys</li><li>• Sample problem solving tool</li><li>• Sample reward &amp; recognition programs</li></ul> |

### Afternoon Session – “Building the Business Improvement Plan” - 4 hours

#### Outcomes:

- Review all strengths and gaps identified in your business management system.
- Narrow the opportunities to the critical few.
- Plan a project based on priority findings from today’s workshop.

| What you learn...   | What you get...   |
|---|---|
| <ul style="list-style-type: none"><li>• How to create a short and longer-term business improvement plan with actions and measurements</li><li>• How different styles, templates, and measures may be adapted for different industries</li><li>• How to use the planning templates</li></ul> | <ul style="list-style-type: none"><li>• Jump drive with templates and tools</li><li>• Business Improvement template</li><li>• Individual recommendations and coaching</li><li>• Your priorities for your Business Improvement Plan to guide your actions after the classes</li><li>• SMART goal tool</li><li>• A network of business professionals who are continually improving and growing their businesses</li></ul> |

#### Post-work:

- Complete your Project #2 and send or email to Sterling for review and recommendations.
- Continue to build your Business Improvement Plan.
- Share progress and results with Sterling so we can share other participants’ ideas with you.
- Continue to network with the people you met in the workshop.
- Attend the Sterling Conference May 29 – June 1, 2012.
- Make a presentation to the Small Business Network at the conference.

### Recognition – 4 Levels based on completion of workshops, execution of Business Improvement Plan, and continued involvement in the network

- Certificate of Participation, Certificate of Completion, Blueprint Graduate, Blueprint Post-Graduate Mentor

